



Free telecommunication  
services for communication  
between people who are Deaf,  
hard of hearing, deaf-blind,  
speech-disabled, and hearing

# Delaware Relay

## What is it?

Delaware Relay is a free service that provides full telephone accessibility to people who are Deaf, hard of hearing, deaf-blind, and speech disabled. You can use Relay Delaware to make telephone calls to family, business, anyone who has a phone in the world.

### Always available

- Delaware Relay is available 24 hours a day, seven days a week, 365 days a year.

### Accurate and Transparent

- The operator voices everything you type and types everything you say.

### Private and Confidential

- All Delaware Relay calls are strictly private.
- No records of any conversations are maintained.

### Free Services

- The service is free for anyone to use.
- Free equipment is available upon request to eligible parties.
- This service is funded by a surcharge on all telephone bills.

# Delaware Relay

## Important Information

### What is 7-1-1?

7-1-1 is an easy-to-remember number to dial a Delaware Relay operator. It is available anywhere in Delaware and on any type of telephone including cell phones.

### Customer Database Profile

A customer database profile stores an individual relay user's call preferences, expediting call processing. You can set up your Customer Database Profile by contacting Sprint Relay Customer Service at 800.676.3777.

### Customer Service

800.676.3777

Customer Service is available to answer any questions or to receive customer suggestions, comments, or complaints. When calling about a specific incident, please remember to provide the following information:

- Operator's ID number
- Date and time of call
- Telephone number you are calling to

Or for assistance during a relay call, callers may ask to speak with a supervisor.

### Emergency?

In case of emergency, relay users should dial 9-1-1 directly. If you cannot connect to emergency service on 9-1-1, you may call 7-1-1 and tell the operator you have an emergency. The operator will then relay your call to the appropriate emergency service provider.

## Voice

Dial 711 or 800.232.5470

Hearing people can easily initiate calls to any type of relay users.



1 Hearing person calls relay operator.



2 Operator relays call to and from relay user.



3 Relay user receives message and responds.

## TTY

Dial 711 or 800.232.5460

A person who is Deaf, hard of hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to an operator. The operator then reads the typed conversation to a hearing person. Then the operator relays the hearing person's spoken words by typing them back to the TTY user.



1 TTY User types his message.



2 Operator reads the typed message to the other party.



4 Operator listens and types the spoken reply to the TTY user.

3 Other party listens and then replies.



## French Relay

Dial 877.335.7599

TTY users can type in French and the conversation will be relayed in French. TTY users can also request French to English or English to French translation via relay. To make a French Relay call, dial 877.335.7599 and instruct the Delaware Relay operator how you want your call translated.

- 1 TTY User dials the number to connect and types her message in French.



- 2 Operator reads and voices the typed message to the other party in either French or English, depending on TTY user's request.



- 3 Other party listens and then voices her reply in either French or English.



- 4 Operator listens and types the spoken reply in French to the TTY user.

## Spanish Relay

Dial 800.335.7595

TTY users can type in Spanish and the conversation will be relayed in Spanish. TTY users can also request Spanish to English or English to Spanish translation via relay. To make a Spanish Relay call, dial 800.335.7595 and instruct the Delaware Relay operator how you want your call translated.

- 1 TTY User dials the number to connect and types her message in Spanish.



- 2 Operator reads and voices the typed message to the other party in either Spanish or English, depending on TTY user's request.



- 3 Other party listens and then voices her reply in either Spanish or English.



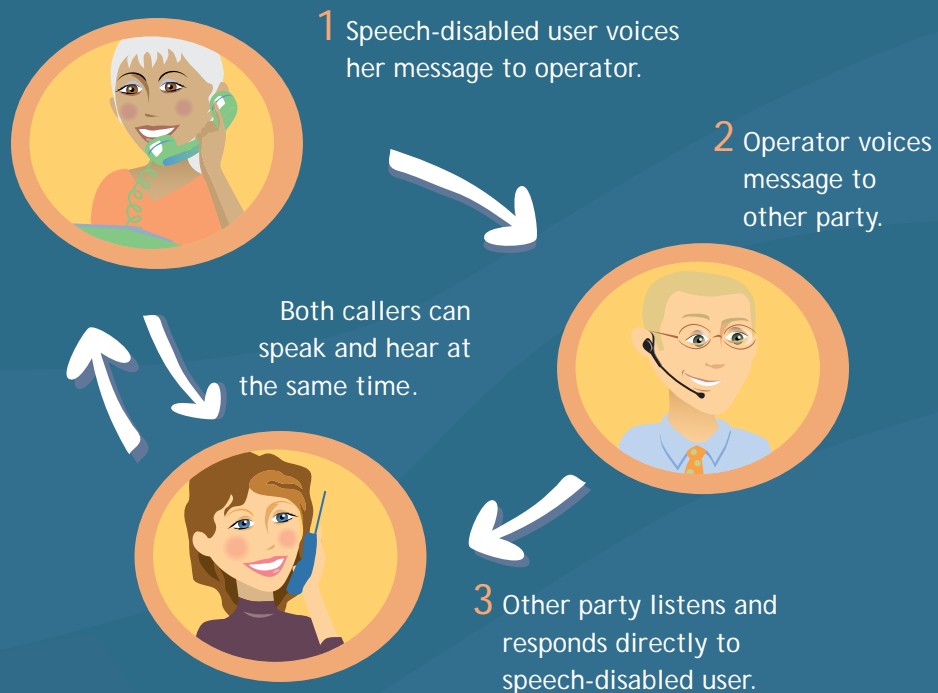
- 4 Operator listens and types the spoken reply in Spanish to the TTY user.

## Speech to Speech

Dial 877.335.7599

Specially trained relay operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. Our unparalleled equipment and exceptional Speech to Speech operator training ensure that speech-disabled users will be heard and understood.

There may be instances where a Speech to Speech user will be asked to repeat his/her message to ensure that it is conveyed correctly.



## Voice Carry Over

Dial 877.335.7590

Voice Carry Over (VCO) allows hard of hearing users to speak directly to hearing people. When a hearing person speaks to you, an operator serves as your "ears" and types everything said to your TTY or VCO phone.

### When listening

Hard of hearing user reads the typed response.



Operator listens and types the other party's response to the hard of hearing user.

### When talking

Hard of hearing user speaks directly to the other party.



Other party listens and voices his response to operator.

# Hearing Carry Over

Dial 711 or 800.582.2233

# Sprint Video Relay Service

[www.sprintvrs.com](http://www.sprintvrs.com)

Speech-disabled users with hearing to listen to the other party calling. The HCO user types his/her conversation for the caller to voice your conversation to your caller.

## When listening

Speech disabled user listens to the voice of the other party.

Speech disabled user types her message.

This service is a communication solution for American Sign Language (ASL) users. Video Relay Service (VRS) allows natural telephone communication between ASL and standard telephone users. This service is easily accessible from home, office, or when you're traveling. Communication flows through a qualified video interpreter via a stand-alone videophone appliance; or desktop or laptop computer with video conference capability. This service requires high speed internet service such as DSL, cable modem, or Sprint EV-DO Revision A mobile broadband modem.

1 ASL user signs message into

2

3 Other user hears message

Other party listens and then speaks directly to the speech disabled user.

Operator reads and then voices the message to the other party.



You can place a relay call from any internet connection with a computer or wireless device that has AOL Instant Messenger (AIM) access. Sprint IP Relay is a free service that combines traditional relay service with the simplicity and convenience of the Internet.

## Via Internet

[www.sprintip.com](http://www.sprintip.com)

## Via AOL Instant Messenger

If you have AOL Instant Messenger, add "sprintip" to your buddy list and type "hello" then press send to start a relay call! With typing "GA" is not required.

## Free Long Distance

There's no charge, long distance or international. You can use Sprint IP Relay for voice, text, or video. Sprint IP Relay is available in all states except Alaska and Hawaii.

Sprint IP Relay user connects to an operator and types message to other user.

2 Operator reads message and voices it to other party.

3 Other party listens and then voices her reply.

Operator listens and types the spoken reply to the Sprint IP Relay user.



Federal Relay is available to all Federal employees (active and retired), Veterans, and Tribal Members who are Deaf, hard of hearing, deaf-blind, or have speech disabilities equal communication access. Federal Relay provides employment and advancement opportunities for people with disabilities.

Federal Relay is accessible domestically from work or home within fifty states, U.S. Territories/Possessions, Guam, Puerto Rico, the U.S. Virgin Islands, the Northern Marianas, and the District of Columbia. There is no cost for the end-user to use Federal Relay. The service is available 24 hours a day, 7 days a week.

### Type of services available through Federal Relay:

- Federal Relay TDD (Text Telephone)
- Federal Relay Online (Internet-based Relay Service)
- Federal CapTel (Captioned Telephone)
- Federal Relay Conference Captioning ([www.fedrcc.us](http://www.fedrcc.us))

[www.federalrelay.us](http://www.federalrelay.us)







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